

CCTO Release Update: 7/27

COVID-19 Community Team Outreach

See below for an overview of the changes being rolled out in the Tool for July 27th:

#1: Assessment Updates

1. **Assessment responses now default to blank** to help improve accuracy. *Previously recorded assessments will retain their previous responses but may appear with blanks until updates are completed. All current contacts are completed.*
2. **Agreement is now a mandatory field** and serves as the source for "Last Assessment Date." **The "Last Assessment Date"** field on a contact's profile will now accurately reflect the most recent completed assessment date.
3. **Assessment emails and texts are now automatically tracked as activities** within Timeline/Activities;. The timeline can be used to confirm that the text or email went out. Please note that the system does not have the functionality to send these items manually. *(No action required.)*

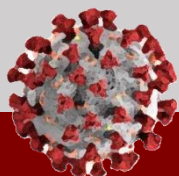
1 Blank Response Defaults

2 Agreement/Last Asmt. Date

3 Timeline/Activities

The screenshot displays the CCTO tool interface with three key updates highlighted:

- 1** (Symptoms section): A red circle highlights the symptom response fields (Fever, Highest temperature in the past 24 hours, Sweats, Chills, Headache, Muscle Aches), all of which are currently blank (---).
- 2** (Details section): A red circle highlights the 'Agreement' field, which now has a mandatory value: 'Yes, I agree to participate.' Below it, the 'Last Assessment Date' is updated to '7/24/2020' at '8:30 AM'.
- 3** (Timeline / Activities section): A red circle highlights the 'Timeline' section, which now automatically tracks assessment-related emails and texts as activities. The timeline shows three entries from 'Daily Public Health Survey' dated 7/25/2020 at 8:10 AM, each marked as 'Closed'.



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#2: Household Contacts & Minors

REVIEW THE UPDATED JOB AID for detailed instructions. Basic capabilities listed below:

1. **"Household"** records to classify a group of contacts can now be added from the "New Contact" screen by toggling the "Household" button and providing the necessary information. Household name, address, and contact information can be added here, and the "Household Members" tab can be used to store a group of contacts.
2. **Do not create households from contacts** - first create the household, then add members using the "Household Members" tab.
3. **New contacts can now be added directly to this household** by visiting the "Household Members" tab and selecting "New Contact" at the right. A quick create screen will appear, and you will not have to re-enter contact or address information.
4. **Existing contacts can be incorporated into this household** by visiting the "Household Members" tab and selecting "Add Existing Contact." These contacts will not take on the household's address or contact information.
5. **Relationships within a household (e.g. parents, children)** can now be indicated in the "Household Relationship" field.
6. **"Is Minor"** can now be indicated at the bottom of a contact's profile without utilizing the "Notes" field.
7. **The "My Active Households" view will show Household units in aggregate**, while contacts within households will still display as regular contacts.

1

Save Save & Close + New Flow

New Contact

ARIAS Contact Household Members System Information

Basic Info

Household? ☒ Yes

C# ---

Last Name * Banks Family

Contact Information

Country Code ---

Mobile Phone (will be used for text messages) 1-111-222-3333

Phone #2 ---

Phone #3 ---

Email banksfamily@freshprince.com

Preferred Method of Contact Email

Address

Address Line 1 123 Beverly Hills Lane

Address Line 2 ---

City Duck

State/Province NC

Postal Code 27949

County

NOTE:
Do not enter any household information before selecting the "Household?" toggle.

Please review the updated ["Handling Household Contacts"](#) job aid for detailed instructions.

Save Save & Close + New Deactivate Assign Email a Link Delete Refresh Process Share Flow Run Report

Banks Family Contact

ARIAS Contact Household Members System Information Related

+ New Contact + Add Existing Contact

✓ C#	First Name	Last Name	Household	Employer	Job Title	Monitoring Status	Monitoring Age	Last Assessment Date	Preferred Method of Contact	Email
C-0000033...	Phil	Banks	Banks Family	---	---	---	---	---	Email	phil@bank
C-0000033...	Will	Smith	Banks Family	---	---	---	---	---	Email	willsmith@

5

Will Smith Contact

ARIAS Contact Assessments System Information Related

Basic Info

Household? ☐ No

C# C-0000033031

First Name * Will

Last Name * Smith

Household Banks Family

Household Relationship

Contact Information

Country Code ---

6

Demographic Info

Is Minor ☒ Yes

Current Age ---

Gender Male

Race White

Ethnicity Not Hispanic or Latino

7

Home Recent Pinned Apps Dashboards Contacts

Show Chart + New Delete Refresh Email a Link

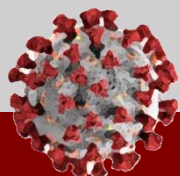
My Active Households

✓ C#	Full Name
C-0000033013	Weasley Family
C-0000033030	Banks Family
C-0000033031	Banks Family

My Active Contacts

✓ C#	First Name	Last Name	Household	Employer
C-0000033...	Phil	Banks	Banks Family	---
C-0000033...	Will	Smith	Banks Family	---
C-0000033...	Percy	Weasley	Weasley Family	---

- 1 Adding Households
- 2 "Household Members"
- 3 Adding New Members
- 4 Adding Existing Contacts
- 5 Household Relationships
- 6 "Is Minor" Option
- 7 Households View



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#3: Contact Profile Improvements

1. **Fields have been reorganized under new headers** for ease of use.
2. **"Contact who became a case"** now exists as a third option under "Contact or Case Patient."
3. **"Tested Positive - Became Case"** is now included as an option in "Final Monitoring Outcome."
4. **"Monitoring End Date"** is a new field that you can manually input and use for your reference throughout monitoring.
5. **NC EDSS Event ID of Source Patient** is now a searchable field from the Contacts Tab.
6. **Timeline/Activities** will now automatically update with the content and timestamps of automatic text or email outreach for your reference. You do not need to close out or review these items.

1

HB Hannah Banana
Contact

ARIAS Contact Assessments System Information Related

Basic Info

Household? ☐ No

C# C-0000033011

First Name * Hannah

Last Name * Banana

Household

Household Relationship ---

Contact Information

Country Code ---

Mobile Phone (will be used for text messages) 1-800-555-5555

Phone #2 ---

Phone #3 ---

For Public Health Use Only

Contact or Case Patient

NC EDSS Event ID of Case (Use the number portion of)

2

Case-Patient

Contact who became a case

Final Monitoring Outcome

3

Referred to Test?

Referred to Test Date

Tested?

Test Date

COVID-19 PCR

State OOJ, notification completed

Tested Positive - Became Case

Negative

4

Details

Begin Monitoring? ☒ Yes

Monitoring Status ☒ Monitoring

Monitoring End Date 7/31/2020

5

101222333

Email

Mobile Phone

Local

6

Timeline / Activities

Timeline

Search timeline

Enter a note...

Email from Daily Public Health Survey Hello Arthur, This is the North Carolina Department of Health and ... 8:10 AM

Closed

Note that these updates are for your reference only and that you cannot use Timeline/Activities to send email or text outreach.

- 1 Reorganized Fields
- 2 "Contact who became..."
- 3 "Tested Positive..."
- 4 "Monitoring End Date"
- 5 NC EDSS Event ID Search
- 6 Timeline/Activities Update